AMY J. PATTILLO, Patent Attorney P.O. Box 161327 - AUSTIN, TEXAS 78716 FAX # 512-306-0417

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Docket No. <u>AUS92001824US1</u> Serial No. <u>10/015.380</u> Atty: <u>AJP</u> Applicant: BROWN ET AL						
X Transmittal Letter	_X_ ·	Certificate of Facsimile				
Amendment	·	Notice of Appeal				
Amendment AF		Appeal Brief (3 copies)				
Ext. of Time		Reply Brief				
X IDS Statement		Change of Address				
Other			_			
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Fees: Amendment _____ Notice of Appeal _____ Appeal Brief ____ Other ____

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This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. OO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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6/8/2005

PATENT 10/015,380

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of
Brown et al.

Serial No.: 10/015,380

Confirmation Number: 2840

Filed: 12/12/2001

Title: Managing Caller Profiles Across

: Before the Examiner:

: Allan Hoosain
: Group Art Unit: 2645
: IBM Corporation (c/o Amy J. Pattillo)
: P.O. Box 161327
: Austin Texas 78716

Title: Managing Caller Profiles Across

: Austin, Texas 78716

Multiple Hold Queues According to

Authenticated Caller Identifiers

: 512-402-9820 vox

: 512-306-0417 fax

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Allan Hoosain on June 8, 2005 by Amy J. Pattillo.

_____ 6/8/05 Date

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Sir:

Applicants submit herewith patents, publications, or other information of which they are aware, which they believe may be material to the patentability of this application and in respect of which there may be a duty to disclose in accordance with 37 CFR 1.56.

While this Information Disclosure Statement may be "material" pursuant to 37 CFR 1.56, it is not intended to constitute an admission that any patent, publication, or other information referred to herein is "prior art" for this information unless specifically designated as such.

In accordance with 37 CFR 1.97(g) the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined in 37 CFR 1.56(a) exists.

AUS920010824US1

PATENT 10/015,380

The attached form, a substitute for PTO-1449, provides a listing of patents, publications, or other information as required by 37 CFR 1.98(a)(1). Copies of each of the items on PTO-1449 are not required because each item cites a published US Patent Application or issued US Patent.

Applicants note that the enclosed Information Disclosure Statement is filed after the period described in 37 CFR 1.97(b), but before the mailing date of any of a final action under 1.113, a notice of allowance under 1.311, or an action that otherwise closes prosecution in the application. In accordance with 37 CFR 1.97(c), Applicants submit the statement specified in 1.97(e). In particular, Applicants state in compliance with 1.97(e) that no item of information contained in the Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 1.56(c) more than three months prior to the filing of the enclosed Information Disclosure Statement.

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Respectfully submitted,

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PTO/SB/08A (08-03)

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	Substitute for form 1449/PTO		Complete if Known		
				Application Number	10/015,380
INFORMATION DISCLOSURE				Filing Date	12/12/2001
				First Named Inventor	Michael Wayne Brown
5	STATEMENT BY APPLICANT			Art Unit	2645
(Use as many sheets as necessary)				Examiner Name	Hoosain, Allan
Sheet		of		Attorney Docket Number	AUS920010824US1

				T DOCUMENTS	
Examiner Initials*	Cite No.1	Document Number Number-Kind Code ^{2 (f incom)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		^{us-} 5,937,044	08/10/1999	Kim, Hack H.	
		^{US-} 6,826,173	11/30/2004	Kung et al.	
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	FORE	GN PATENT DOCU	MENTS		
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	Country Code ³ "Number ⁴ "Kind Code ⁵ (if known)	MM-DD-YYYY		Or Relevant Figures Appear	1
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